

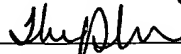


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PATENT
Docket No. 273402002600

CERTIFICATE OF MAILING BY "FIRST CLASS MAIL"

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Assistant Commissioner for Patents, Washington, D.C. 20231, on January 7, 2003.


Thao Pham

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Paul GUIGNARD

Serial No.: 09/720,005

Filing Date: June 28, 2001

For: GENERIC KNOWLEDGE
MANAGEMENT SYSTEM

Examiner: 2123

Group Art Unit: To Be Assigned

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REQUEST TO WITHDRAW AS ATTORNEYS OF RECORD
UNDER 37 C.F.R. § 1.36

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

I, Thomas E. Ciotti, attorney of record in the subject patent application, hereby request that the Patent Office approve this request for withdrawal from representation of the applicant of the above-identified application. This request is being made in triplicate by the requester, Thomas E. Ciotti, for himself and on behalf of all attorneys/agents of record, namely:

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The mailing address for the withdrawing attorneys/agents is as follows:

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The address of the new attorney of the above-identified patent application is:

Steven R. Sprinkle
 Gray Cary Ware & Freidenrich LLP
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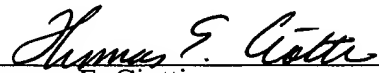
Please direct all future correspondence to the new attorney at the address just above.

To the best of the undersigned attorney's knowledge and belief, there are no outstanding actions in this application requiring response within the next 30 days.

Respectfully submitted,

Dated: January 7, 2003

By:



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